

# Knowledge Management

## DISCIPLINES

- Acquisition Tools
- Dissemination and Collaboration Tools
- Storage Tools
- Application Tools

## DOMAIN STRATEGY

Provide a common standards based framework for the capture, systemization and dissemination of knowledge.

## DOMAIN PRINCIPLES/BOUNDARIES

- “Effective KM is 80% process and 20% technology.”
- Prefer processes/technologies that adhere to widely accepted and recognized standards.
- Integration and interoperability and ease of use will be considered paramount.
- Technology must be manageable, scaleable, reliable, securable and support 24 x 7 operations.
- Bias will be given towards technologies where the required skill sets are available.
- Technology vendors will be selected that have good/excellent support and are judged to be viable for the life of the technology.
- Consideration will be given to the installed technology base in all KM product decisions.